

<b>Overview:</b>	This guide is for troubleshooting PA/OM Workflow issues.
------------------	--

**Policy/Procedure Statement:** Workflow facilitates the entry of position (OM) and employee (PA) actions. Within workflow various approvals are captured (may include any or all of the following: Division Approval, Agency Approval, Funding Approval, OSBM Approval, OSP Approval).

**Warnings/Important Information:** A PCR is a Personnel Change Request for either an OM or a PA action being routed through workflow for approvals. All PCR's have a unique 10 digit PCR number. PA PCR numbers begin with a 1 and OM PCR numbers begin with a 5.

<b>Missing PCR .....</b>	<b>2</b>
Finding a PCR by Looking at the Workflow Tracker .....	2
Finding a PCR by Looking at the Workflow Log .....	4
Finding a PCR in Your Own Inbox .....	6
PCR Not in Approver Inbox .....	8
Finding a PA PCR Via Search.....	8
OM PCR Search (helpful when user does not know the PCR #) .....	12
<b>Routing Issues.....</b>	<b>15</b>
No UserID in Tracker .....	15
VACANT in Tracker .....	17
No Approvers (Empty Tracker).....	17
<b>Initiating the Action .....</b>	<b>18</b>
<b>Handling a Rejected Workflow Item .....</b>	<b>21</b>
<b>Request to Cancel a PCR In Process .....</b>	<b>27</b>
<b>Assigning A Substitute.....</b>	<b>27</b>
<b>Receiving Item in Inbox Multiple Times.....</b>	<b>27</b>
<b>Workflow Approvals are complete, but PA Action is Not .....</b>	<b>28</b>
<b>Advanced PCR Troubleshooting .....</b>	<b>28</b>
Viewing PCR, Tracker, Workflow Log, and PCR Level (PCR Search Tool) .....	28
User has Approver Relationship, but no Security .....	29
User has Security, but no Approver Relationship .....	32
<b>General Workflow Support Information.....</b>	<b>32</b>
Information to include in the Remedy Ticket when Reporting Workflow Issues .....	32
Approvers involved in Workflow .....	33
Workflow Status Values .....	33
Workflow Levels .....	33
OM Standard Approval Steps.....	34
PA Standard Approval Steps .....	34

Security Roles and Approver Relationships.....	35
--	----

## Missing PCR

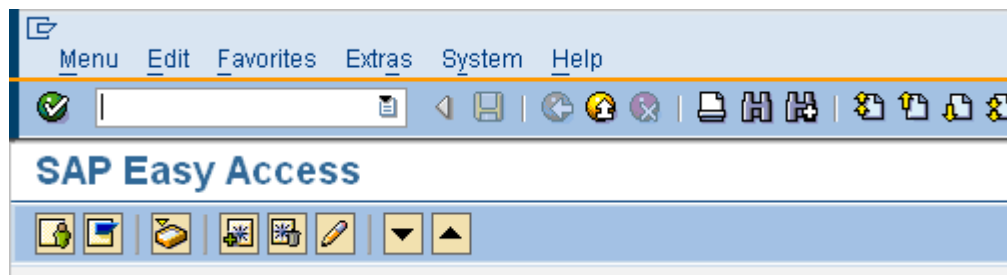
**Description:** User calls and says they are not able to locate a PCR. They don't know where it went, whose inbox it is in, or why it is not where they expect it to be.

Ask the User the following questions:

1. Is this an OM or a PA action?
2. Are you the Initiator or an Approver for this action?
  - a. Approver
    - i. Waiting to receive a PA Action – skip to [Finding a PA PCR via Search](#)
    - ii. Waiting to receive an OM Action – call BEST Shared Services (who will use the [PCR Search Tool](#) to locate the PCR)
    - iii. Trying to locate either an OM or PA action already “approved” or “rejected” by the approver – skip to [Finding a PCR by Looking at the Workflow Tracker](#)
  - b. Initiator
    - i. If PCR has not been initiated yet – skip to [Initiating the PCR](#)
    - ii. If PCR has been initiated – skip to [Finding a PCR by Looking at the Workflow Tracker](#)

## Finding a PCR by Looking at the Workflow Tracker

1. Have the user go to their SAP Inbox (Business Workplace) – this is an Inbox icon directly under the word “Easy” on the SAP Easy Access menu. If the user does not see this icon, have them open a new Session, or hit their green back arrow until they arrive at a screen that looks like this.



2. After clicking on the Inbox icon (3<sup>rd</sup> from left) the user should do the following:
  - i. Click on Outbox Folder
  - ii. If User is Initiator, click on the “**Started Workflows**” blue arrow  
If User is an Approver, click on the “**Work Items Executed by Me**” blue arrow
  - iii. Locate the PCR they are looking for based on PCR number, Position number (if OM) or Employee name (if PA), and highlight the line by single clicking on it (see screen shot below)

## BEST PA/OM Workflow Troubleshooting Guide

### Business Workplace of Alivia Apple

New message Find folder Find document Appointment calendar Distribution lists

Workplace: Alivia Apple

- Inbox
- Outbox
- Documents
  - Started workflows
  - Work items executed by me
  - Forwarded work items
- Resubmission
- Private folders
- Shared folders
- Folders subscribed to
- Trash
- Shared trash

Started workflows (Since 02/14/2008)

W...	Work item by	Title	Status	Creation Da...	Creation
	(Sub)workflow 1501 - Funding OM Action for position - 61001168 PCR: 5000002533			03/14/2008	20:47:...
	(Sub)workflow 1501 - OM Action - Position 61001168 - PCR: 5000002533			03/14/2008	20:47:...
	(Sub)workflow 1501 - OM Action - Position 61001169 - PCR: 5000002532			03/14/2008	20:42:...
	(Sub)workflow 1501 - Funding OM Action for position - 61001101 PCR: 5000002531			03/14/2008	19:03:...
	(Sub)workflow 1501 - OM Action - Position 61001101 - PCR: 5000002531			03/14/2008	19:03:...
	(Sub)workflow 1701 - Funding OM Action for position - 59033477 PCR: 5000002530			03/14/2008	17:00:...
	(Sub)workflow 1701 - OM Action - Position 59033477 - PCR: 5000002530			03/14/2008	17:00:...
	(Sub)workflow 1501 - Funding OM Action for position - 65000441 PCR: 5000002529			03/14/2008	16:55:...
	(Sub)workflow 1501 - OM Action - Position 65000441 - PCR: 5000002529			03/14/2008	16:54:...
	(Sub)workflow 1501 - OM Action - Position 65000440 - PCR: 5000002528			03/14/2008	16:43:...
	(Sub)workflow 1701 - Funding OM Action for position - 65000437 PCR: 5000002525			03/14/2008	16:35:...
	(Sub)workflow 1701 - OM Action - Position 65000437 - PCR: 5000002525			03/14/2008	16:35:...

Current data for started workflow: 1501 - Funding OM Action for position - 61001168 PCR: 5000002533

Steps in this process so far

Step name	Status	Result	Time stamp	Agent
Load OM approvers	Completed		03/14/2008 - 20:47:59	Alivia Apple
1501 - OM Action Reallocate Position Up for Position 61001168 PCR: 5000002533	In Process		03/14/2008 - 20:48:00	ZWFFA2NDOT

Information objects addressed so far

- OM\_Header PCR-5000002533 - Position 61001168
- OM\_Control Workflow Tracker

- iv. Click on the "Workflow Tracker" link at the bottom of the screen (user should then see a screen similar to the one below)

### Workflow actions

Heading

Request ID 5000002533 Action 103 Reallocate Position Up Status N In Process

Agency 1501 Transportation Position 61001168 New Position Issue 132

Creator 3214 Alivia Apple Org Unit 14201411 DOT DMV L&T HQ SUPPLY & LOG

Seq	Role	Mand	Ptype	Atype	Agent ID	Name / Description	Act	Desc	Cmnt	Actual	Name
1			P	P	00003214	Alivia Apple	P	Processed		00003214	Alivia Apple
100	FA1	X	A	P	70235743	NATHANIAL GEOFFREY FENNI					

- v. Have user check the Status at top right for "N" – In Process
- If Status shows "D" – Created, this means the initiator has not yet initiated the PCR (Refer to [Initiating the Action](#))
  - If Status shows "N" – In Process, or "A" – Approved, explain to user that the action is with the next approver(s) shown in the Tracker

**Heading**  
 Request ID: 5000002491    Action: 108    Remove Position Differential    Status: A    Approved


Agency: 1701    Wildlife Resources Commissi    Position: 59033463    PROCESSING ASSISTANT IV  
 Creator: 0       Org Unit: 19001438    WR ADMIN CUSTOMER SERVICE



























Seq	Role	Mand	Ptype	Atype	Agent ID	Name / Description	Act	Desc	Cmnt	Actual	Name
1			P	P	00000000		P	Processed		00000000	
100	FA1	X	A	P	70219056	NO USERID	0	N/A			
100	FA1	X	A	P	70159767	HAYLEY CALLIES	A	Approved		70159767	HAYLEY CALLIES
200	DA1		A	P	70197726	NO USERID	0	N/A			
200	DA1		A	P	70239647	BASIL LANDEVOS	A	Approved		70239647	BASIL LANDEVOS
200	DA1		A	P	70239647	BASIL LANDEVOS	0	N/A			
300	AA1	X	A	P	70219056	NO USERID	0	N/A			
300	AA1	X	A	P	70161020	Celeste Girardi	0	N/A			
300	AA1	X	A	P	70139386	KARISSA NEUMEISTER	A	Approved		70139386	KARISSA NEUMEISTER
400	SOM	X	A	P	70142903	COLE HAWK					
400	SOM	X	A	S	50000021	VACANT					

- a. The above screen shot indicates that the item is with Cole Hawk.  
Have the user look for the next set of names that do not show anything in the Act (Action) column. This is who the action is with.
3. If Status shows "R" – Rejected, then the action should be back with the Initiator. (Refer to [Handling a Rejected Workflow Item](#))
4. If Status shows "M" – Complete, explain to the user that the workflow item is complete. If user has additional questions, call BEST Shared Services. If the user is unable to interpret the Tracker, refer to "[Finding a PCR by Looking at the Workflow Log](#)"

### Finding a PCR by Looking at the Workflow Log










Use this method when the user is not able to locate the PCR by looking at the Workflow Tracker (sometimes the Tracker can be confusing when a PCR has been rejected one or more times).


1. Have the user go to their SAP Business Workplace – this is an Inbox icon directly under the word "Easy" on the SAP Easy Access menu.
2. After clicking on the Inbox icon (3<sup>rd</sup> from left) the user should do the following:
  - vi. Click on Outbox Folder and "Started Workflows" blue arrow (If Initiator)  
Click on Outbox Folder and "Work Items Executed by Me" blue arrow (if Approver)
  - vii. Locate the PCR they are looking for based on PCR number, Position number (if OM) or Employee name (if PA)
  - viii. Highlight the line with the desired PCR by single clicking on it
  - ix. Click on the "Log" icon, 4<sup>th</sup> from left 

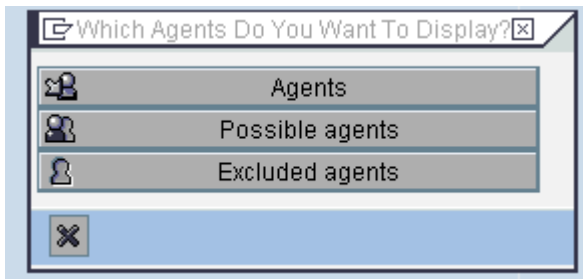
Started workflows (Since 02/14/2008)							
WV...	Work item ty...	Title	Status	Creation Da...	Creation ...	P	Att ...
	(Sub)workflow 1501 - Funding OM Action for position - 61001168 PCR: 5000002			03/14/2008	20:47:59	5	
	(Sub)workflow 1501 - OM Action - Position 61001168 - PCR: 5000002533			03/14/2008	20:47:58	5	
	(Sub)workflow 1501 - OM Action - Position 61001169 - PCR: 5000002532			03/14/2008	20:42:15	5	
	(Sub)workflow 1501 - Funding OM Action for position - 61001101 PCR: 5000002			03/14/2008	19:03:51	5	
	(Sub)workflow 1501 - OM Action - Position 61001101 - PCR: 5000002531			03/14/2008	19:03:48	5	
	(Sub)workflow 1701 - Funding OM Action for position - 59033477 PCR: 5000002			03/14/2008	17:00:20	5	
	(Sub)workflow 1701 - OM Action - Position 59033477 - PCR: 5000002530			03/14/2008	17:00:19	5	
	(Sub)workflow 1501 - Funding OM Action for position - 65000441 PCR: 5000002			03/14/2008	16:55:00	5	
	(Sub)workflow 1501 - OM Action - Position 65000441 - PCR: 5000002529			03/14/2008	16:54:58	5	
	(Sub)workflow 1501 - OM Action - Position 65000440 - PCR: 5000002528			03/14/2008	16:43:11	5	
	(Sub)workflow 1701 - Funding OM Action for position - 65000437 PCR: 5000002			03/14/2008	16:35:35	5	
	(Sub)workflow 1701 - OM Action - Position 65000437 - PCR: 5000002525			03/14/2008	16:35:33	5	
	(Sub)workflow 1601 - PA Action New Hire (NC) Agency Approval WF for Amy East			03/12/2008	13:10:57	5	

**Current data for started workflow: 1501 - Funding OM Action for position - 61001168 PCR: 5000002533**

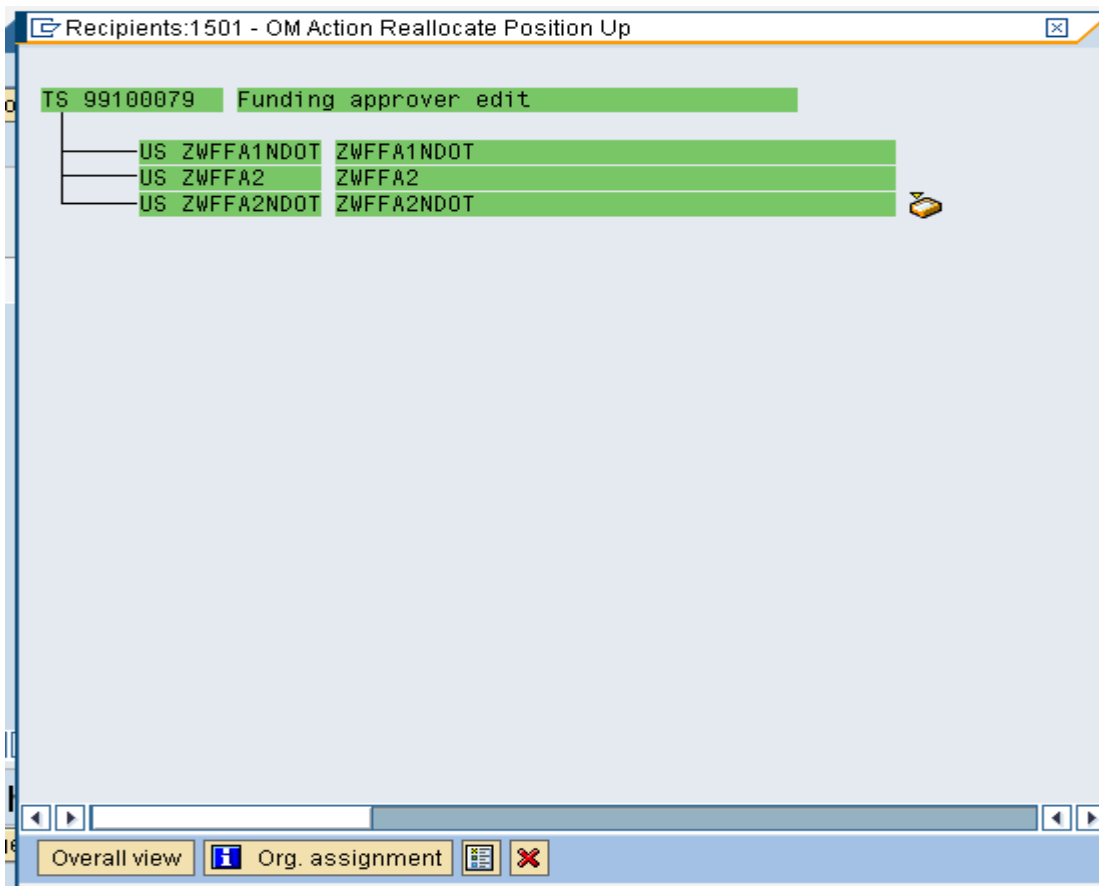
### Workflow Log

View: WF Chronicle View: Workflow Agents View: Workflow Objects							
Workflow and task	Details	Graphic	Agent	Status	Result	Date	Time
1501 - OM Action - Position 61001168 - PCR: 5000002				In Process	Workflow started	03/14/2...	20:47:...
Load OM approvers				Completed		03/14/2...	20:47:...
1501 - Funding OM Action for position - 61001168 - PCR: 5000002				In Process		03/14/2...	20:47:...
1501 - OM Action Reallocate Position Up				In Process		03/14/2...	20:48:...

- x. Have User click on the icon that shows two people  on the entry that shows "In Process"



xi. Have User click on the “Agents” button.



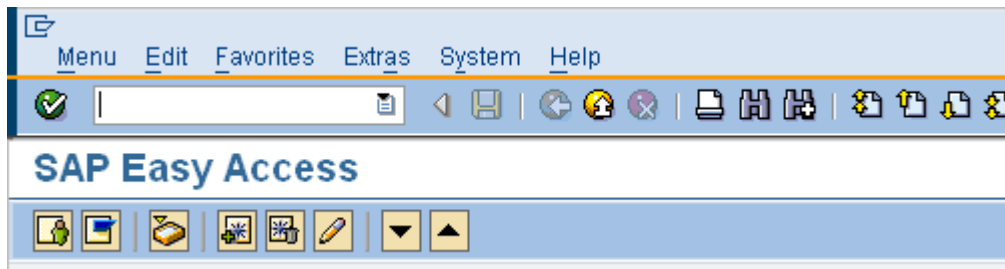
User can see whose inbox the item is in by looking for the “Inbox” icon.


xii. Have User click on the “” button to close the screen.

### Finding a PCR in Your Own Inbox

## BEST PA/OM Workflow Troubleshooting Guide

1. Have the user go to their SAP Inbox (Business Workplace) – this is an Inbox icon directly under the word “Easy” on the SAP Easy Access menu. If the user does not see this icon, have them open a new Session, or hit their green back arrow until they arrive at a screen that looks like this.



2. Have user click on their Inbox Folder and then on the Workflow Folder
3. If the item is not in their Inbox, ask the user to click on Refresh icon 
4. If the item is still not showing in their Inbox, refer to “**Advanced PCR Troubleshooting**”

### Business Workplace of Alivia Apple

New message Find folder Find document Appointment calendar Distribution lists

Workplace: Alivia Apple

- Inbox
  - Unread Documents 124
  - Documents 219
  - Workflow 19
    - Overdue entries 0
    - Deadline Messages 0
    - Incorrect entries 0
- Outbox
- Resubmission
- Private folders
- Shared folders
- Folders subscribed to
- Trash
- Shared trash

Workflow 19

Ex	Title	Status	Creation Da	Creation	P	Att	Co	W
	Edit OM Action Create New Position for Position - 65000406 PCR		02/27/2008	17:26:42	5			
	Edit OM Action Create New Position for Position - 65000405 PCR		02/27/2008	17:23:43	5			
	REJECTED: 1701 - OM Action Create New Position for Position -		02/21/2008	17:03:23	5			
	REJECTED: 1701 - OM Action Create New Position for Position -		02/21/2008	16:14:59	5			
	Edit OM Action Position Adjustment from Auth for Position - 59033		02/06/2008	09:13:52	5			
	Edit OM Action Position Adjustment from Auth for Position - 59034		02/06/2008	08:55:40	5			
	REJECTED: 1701 - OM Action Create New Position for Position -		02/05/2008	09:41:04	5			
	Edit OM Action Position Working Title Change for Position - 61001		01/30/2008	15:25:50	5			
	Edit OM Action Create New Position for Position - 65000260 PCR		01/24/2008	18:50:31	5			
	Edit OM Action Change Position Time Data for Position - 65000004		01/24/2008	16:48:58	5			
	Edit OM Action Re-Establish Position for Position - 65000261 PCI		01/24/2008	16:26:23	5			
	Edit OM Action Change Position Time Data for Position - 5903401		01/24/2008	15:55:15	5			
	Edit OM Action Position Transfer for Position - 65000082 PCR: 50		01/23/2008	17:29:12	5			
	Edit OM Action Position Hours Change for Position - 65000233 P		01/23/2008	17:15:40	5			
	Edit OM Action Reallocate Position Up for Position - 65000275 PC		01/23/2008	17:12:20	5			
	Edit OM Action Reallocate Position Up for Position - 65000278 PC		01/23/2008	17:06:32	5			
	Edit OM Action Position Hours Change for Position - 65000230 P		01/23/2008	16:50:37	5			
	Edit OM Action Re-Establish Position for Position - 61001678 PCI		01/18/2008	13:11:51	5			
	Edit OM Action Re-Establish Position for Position - 61001461 PCI		11/16/2007	14:00:04	4			

Tips & tricks: Display other

**Edit OM Action Create New Position for Position - 65000406 PCR: 5000002483**

Description

Please make changes or add attachments.

Cancel - return to inbox if not ready to resubmit for approval.

Objects and attachments

- OM\_Header\_PCR\_5000002483 - Position 65000
- OM\_Control\_Workflow Tracker

### PCR Not in Approver Inbox

**Description:** User calls and says the PCR should be with a particular Approver, and it is not. The initiator, an approver, or anyone involved with this particular PCR may call.

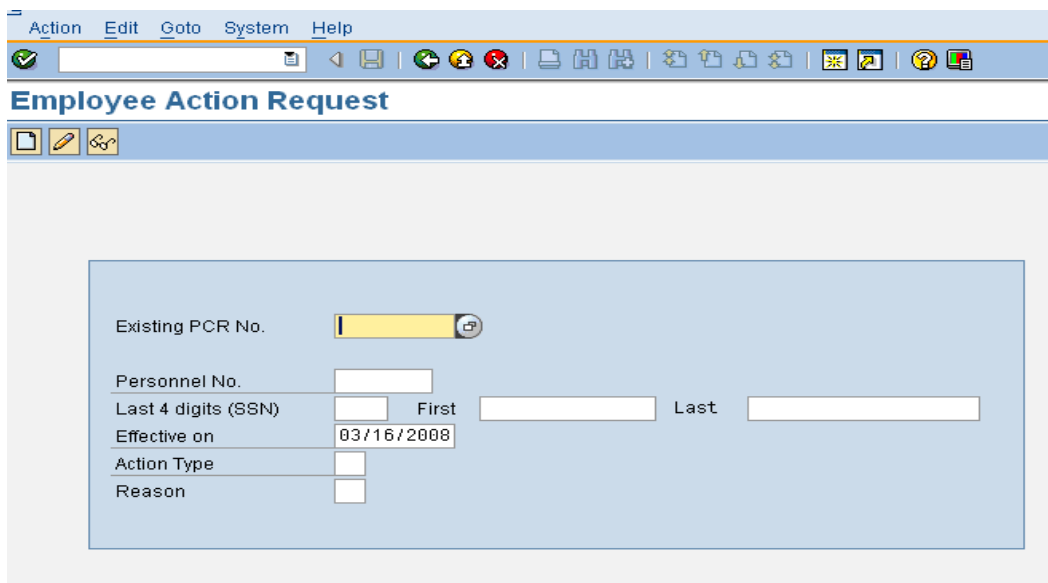
Guide the User based on the following:

1. Has the user already tried looking for the PCR using the PCR Tracker or the Workflow Log?
2. If so, and they've had no luck, call BEST Shares Services.
3. If user would like to see how to locate a PA PCR on their own, skip to "[Finding a PA PCR Via Search](#)" below.
4. For OM PCR's the user can search for an OM PCR by Position number or PCR number (in case they know one, but not the other) using the "[OM PCR Search](#)", but they do not have access to the log or tracker from the transaction.
5. Upon locating the Tracker and/or the Log, if the user is still not sure why the PCR is not in the Approver's inbox, call BEST Shares Services. BEST will research potential security issues with the user who should (but does not) have the workflow action.

Note: See [Advanced PCR Troubleshooting](#) for more information about researching security issues

### Finding a PA PCR Via Search

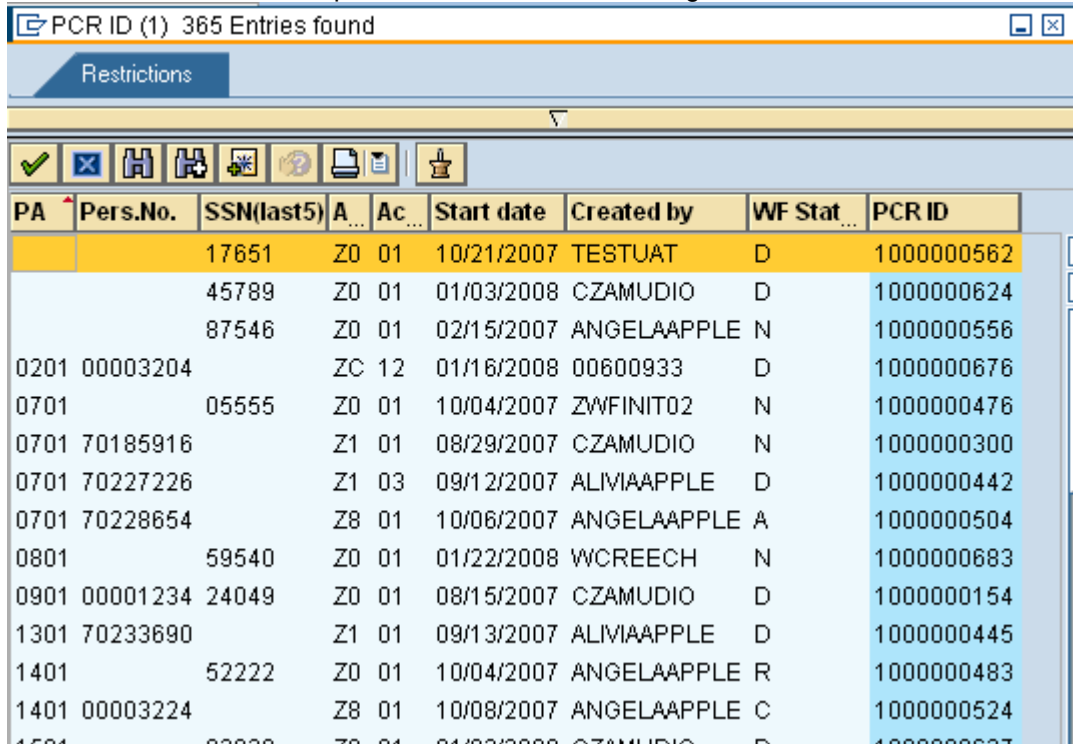
1. Have the user enter transaction **ZPAA076** from the SAP Easy Access menu



The screenshot shows the 'Employee Action Request' form. It includes a menu bar (Action, Edit, Goto, System, Help) and a toolbar with various icons. The form fields are as follows:

- Existing PCR No.:
- Personnel No.:
- Last 4 digits (SSN):  First  Last
- Effective on:
- Action Type:
- Reason:

- Click on the Search Help Icon to search for an Existing PCR



The screenshot shows the search results for PCR ID. The title bar indicates 'PCR ID (1) 365 Entries found'. The table below lists the results:

PA	Pers.No.	SSN(last5)	A	Ac	Start date	Created by	WF Stat	PCR ID
		17651	Z0	01	10/21/2007	TESTUAT	D	1000000562
		45789	Z0	01	01/03/2008	CZAMUDIO	D	1000000624
		87546	Z0	01	02/15/2007	ANGELAAPPLE	N	1000000556
0201	00003204		ZC	12	01/16/2008	00600933	D	1000000676
0701		05555	Z0	01	10/04/2007	ZWFINIT02	N	1000000476
0701	70185916		Z1	01	08/29/2007	CZAMUDIO	N	1000000300
0701	70227226		Z1	03	09/12/2007	ALIVIAAPPLE	D	1000000442
0701	70228654		Z8	01	10/06/2007	ANGELAAPPLE	A	1000000504
0801		59540	Z0	01	01/22/2008	WCREECH	N	1000000683
0901	00001234	24049	Z0	01	08/15/2007	CZAMUDIO	D	1000000154
1301	70233690		Z1	01	09/13/2007	ALIVIAAPPLE	D	1000000445
1401		52222	Z0	01	10/04/2007	ANGELAAPPLE	R	1000000483
1401	00003224		Z8	01	10/08/2007	ANGELAAPPLE	C	1000000524

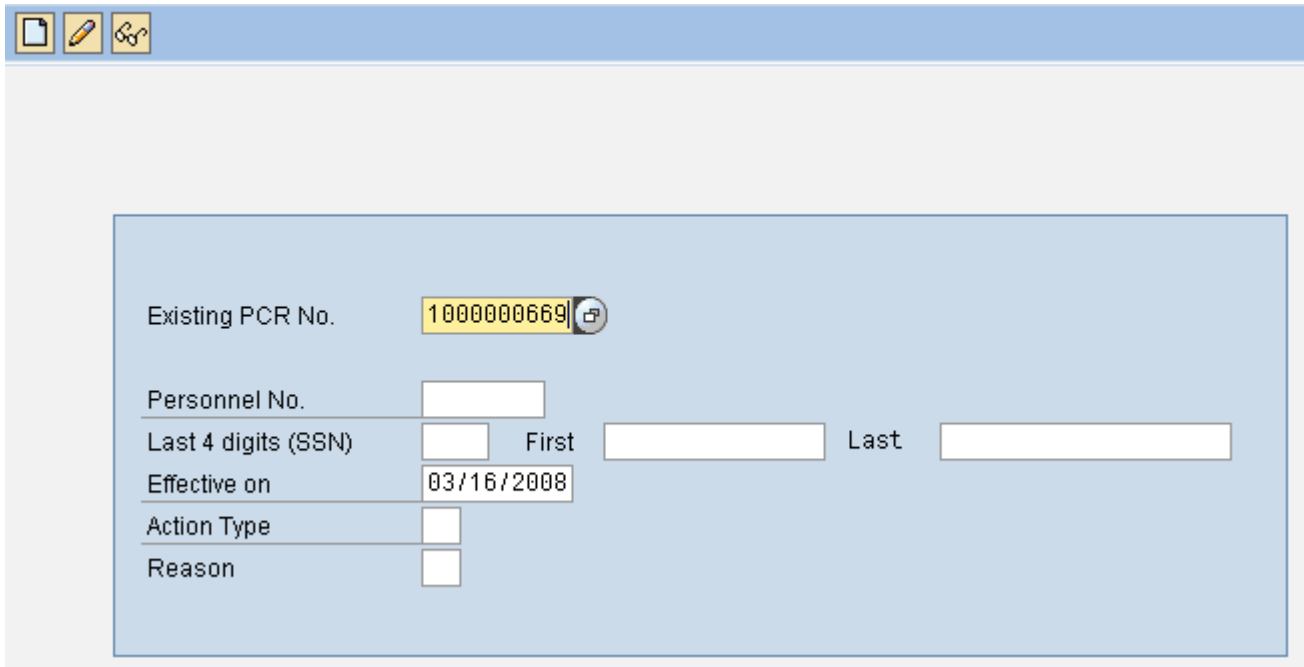
- User can sort the list to find the PCR, or click on the gray down arrow at the top for additional search functionality


PCR ID (1) 365 Entries found

**Restrictions**

Personnel area	<input type="text"/>
Personnel number	<input type="text"/>
SSN(Last 5)	<input type="text"/>
Action Type	<input type="text"/>
Reason for Action	<input type="text"/>
Start date	<input type="text"/>
Created by	<input type="text"/>
WF Status	<input type="text"/>
PCR ID	<input type="text"/>
Maximum No. of Hits	<input type="text" value="500"/>

- Note that the user can search based on the Workflow Status, as well. See "[Workflow Status Values](#)" section for a list of the possible workflow statuses.



Existing PCR No.  

Personnel No.

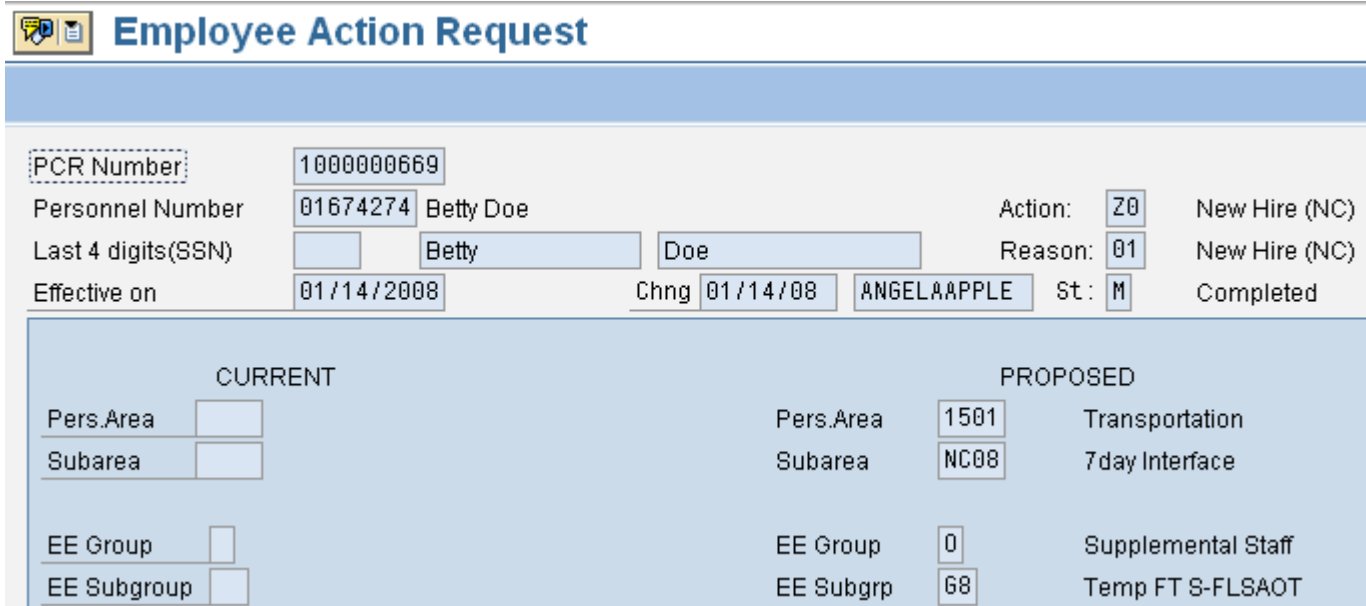
Last 4 digits (SSN)  First  Last

Effective on

Action Type

Reason

- After selecting a PCR, the user should click on the eyeglasses to display the PCR



**Employee Action Request**


PCR Number:

Personnel Number:  Betty Doe Action:  New Hire (NC)

Last 4 digits(SSN):  Betty Doe Reason:  New Hire (NC)

Effective on:  Chng:  ANGELAAPPLE St:  Completed

CURRENT		PROPOSED	
Pers.Area	<input type="text"/>	Pers.Area	<input type="text" value="1501"/> Transportation
Subarea	<input type="text"/>	Subarea	<input type="text" value="NC08"/> 7day Interface
EE Group	<input type="text"/>	EE Group	<input type="text" value="0"/> Supplemental Staff
EE Subgroup	<input type="text"/>	EE Subgrp	<input type="text" value="68"/> Temp FT S-FLSAOT

- Have the user click on the right side of the top left icon  and select Workflow, Workflow Overview.

### Employee Action Request

PCR Number

Data on Linked Workflows

Workflows for Object: PCR:1000000669

Title	Creation Da...	Creation ...	Status	Task
PA Action Approval WF for Betty Doe - PCR: 1000000669	01/14/2008	14:52:21	In Process	PA Action Approval WF

Title	Completed	Personnel # Created	Creation Date	Created By
1501 Create New Hire (NC) Action for Betty Doe - PCR: 1000000669	Completed		01/14/2008 - 14:58:29	Angela Apple
1501 New Hire (NC) for Employee Betty Doe Status?	In Process		01/14/2008 - 14:58:29	Angela Apple

Information objects addressed so far

- PA PCR PCR:1000000669
- PCR\_List Workflow Tracker
- PCR\_Action 10000006690002

☒

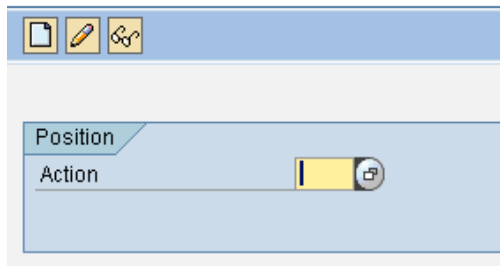
Annual Salary 0.00 Hrv Sal 0.00 Annual Salary 44,444.00 Hourly Salary 0.00

- Here the user has access to both the tracker and the log. Refer to "[Finding a PCR by Looking at the PCR Tracker](#)" or "[Finding a PCR by Looking at the Workflow Log](#)" for more information about the tracker and the log.
- Upon locating the Tracker and/or the Log, if the user is still not sure why the PCR is not in the Approver's inbox, call BEST Shared Services.

### OM PCR Search (helpful when user does not know the PCR #)

- Have the user enter transaction **ZOMA069** from the SAP Easy Access menu

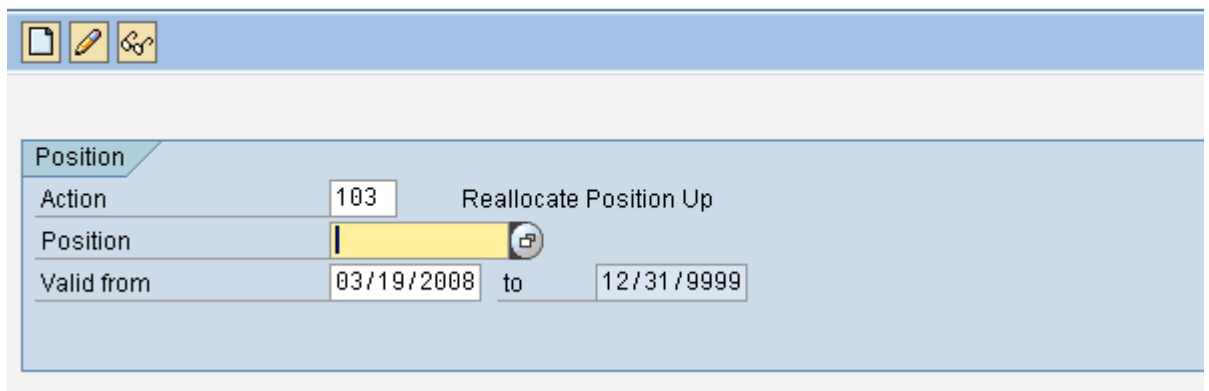
## Position Action



The screenshot shows the 'Position Action' screen. At the top, there is a blue header bar with three icons: a document, a pencil, and a magnifying glass. Below the header, there is a light blue box containing a search bar labeled 'Position' and a search icon (a magnifying glass over a document).

2. User can select any action code to get past this screen

## Position Action



The screenshot shows the 'Position Action' screen with a search bar and a search icon. Below the search bar, there is a table with the following data:








Position	
Action	103
Position	Reallocate Position Up
Valid from	03/19/2008 to 12/31/9999

3. User should then click on the position field and do the Search Help (click on  icon)

Search Term with Restrictions

Free search


Search Positions with Planned Action



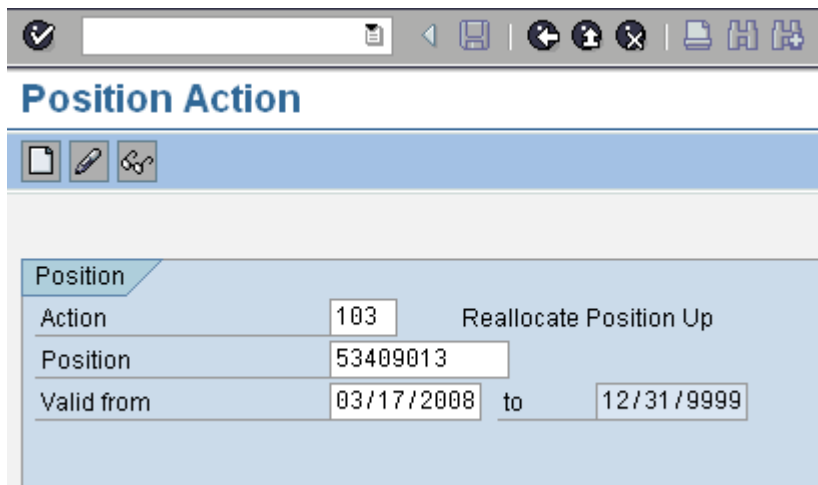
ObjectID	Act.	Start date	End Date	PCR ID	WF Stat...	User name
50000442	116	08/21/2007	12/31/9999			RVADLAKUNTA
50000443	117	08/01/2007	12/31/9999	1000000153		RVADLAKUNTA
50000449	125	03/12/2008	12/31/9999	5000002517	N	ANGELAAPPLE
50000451	125	10/30/2007	12/31/9999	5000001092	A	ALIVIAAPPLE
50000476	117	08/29/2007	12/31/9999			SRAGHAVAN
50000521	103	02/13/2008	12/31/9999	5000002404	D	90000031
50000628	124	08/27/2007	12/31/9999			KVERUVA
53409002	400	08/08/2007	12/31/9999			KVERUVA
53409007	125	03/04/2008	12/31/9999	5000002494	R	90000011
53409012	125	03/12/2008	12/31/9999	5000002516	N	ANGELAAPPLE
53409013	113	01/29/2008	12/31/9999	5000002241	D	90000025
53409014	122	10/10/2007	12/31/9999	5000000913	N	ZWFINIT03
53409015	124	08/20/2007	12/31/9999			KVERUVA
53409019	800	08/15/2007	12/31/9999			KVERUVA
53409158	800	08/06/2007	12/31/9999	1000000020		KVERUVA

4. User can sort the list to find the PCR, or click on the gray down arrow at the top for additional search functionality. The user can see from this screen which PCRs are In Process ("N") and which are Created ("D")

Position (1) 500 Entries found

Search Term with Restrictions			Free search		Search Positions with Planned Action										
Action	<input type="text"/>														
WF Status	<input type="text"/>														
User name		<input type="text" value="*"/>													
Object ID	<input type="text"/>														
Maximum No. of Hits	<input type="text" value="500"/>														

- Notice the “Search Positions with Planned Action” tab, which is specific to workflow, but the user can search based on the Workflow Status of “M” for Completed, as well.



Position	
Action	103 Reallocate Position Up
Position	53409013
Valid from	03/17/2008 to 12/31/9999

- Upon locating the Position, the user is not able to do much more from here to see the tracker or the log. If the PCR has not been initiated, the status will show as a “D”, and this will let the caller know that the initiator has not yet submitted the action.

If you are speaking with the initiator and the status is a “D”, he/her may click on the pencil icon to edit the PCR and initiate it. The user must select the correct action, date and position number in order to pull up the PCR to initiate it.

**Note:** If the user is still not sure why the PCR is not in the Approver’s inbox, call BEST Shared Services who will look at the OM PCR Tracker and Log to investigate further. (Refer to [Viewing PCR, Tracker, Workflow Log and PCR Level](#))

## Routing Issues

### No UserID in Tracker

**Description:** User reports that there is an entry in the tracker that states “No Userid”

**Possible Causes:** The user who occupies the approver position does not have an SAP Userid

**Screenshot of the Error**

### Workflow actions

#### Heading

Request ID	5000002530	Action	109	Abolish Position	Status	A	Approved
Agency	1701	Wildlife Resources Commissi	Position	59033477	DEPARTMENTAL PURC OFF III		
Creator	3214	Alivia Apple	Org Unit	19001430	WILDLIFE RESOURCES ADMIN PU		

Seq	Role	Mand	Ptype	Atype	Agent ID	Name / Description	Act	Desc	Cmnt	Actual	Name	ACT DA
1			P	P	00003214	Alivia Apple	P	Processed		00003214	Alivia Apple	03/14/
100	FA1	X	A		00000000	VACANT (59033447)	0	N/A				03/14/
100	FA1	X	A	P	70159767	HAYLEY CALLIES	A	Approved		70159767	HAYLEY CALLIES	03/14/
200	DA1		A	P	70197726	NO USERID	0	N/A				03/14/
200	DA1		A	P	70239647	BASIL LANDEVOS	A	Approved		70239647	BASIL LANDEVOS	03/14/
200	DA1		A	P	70239647	BASIL LANDEVOS	0	N/A				03/14/
300	AA1	X	A	P	00000000	VACANT (59033447)	0	N/A				03/14/
300	AA1	X	A	P	70161020	Celeste Girardi	0	N/A				03/14/
300	AA1	X	A	P	70139386	KARISSA NEUMEISTER	A	Approved		70139386	KARISSA NEUMEISTER	03/14/
400	SOM	X	A	P	70142903	COLE HAWK						
400	SOM	X	A	P	00000000	VACANT (50000021)						

#### Resolution:

1. Inform the user that there is an issue with the security set-up for the Approver. Call BEST Shared Services.

### VACANT in Tracker

**Description:** User reports that there is an entry in the tracker that states "VACANT"

**Cause:** The position mapped as an Approver is Vacant

**Screenshot of the Error:**

**Workflow actions**

Heading

Request ID: 5000002530 Action: 109 Abolish Position Status: A Approved

Agency: 1701 Wildlife Resources Commissi Position: 59033477 DEPARTMENTAL PURC OFF III

Creator: 3214 Alivia Apple Org Unit: 19001430 WILDLIFE RESOURCES ADMIN PU

Seq	Role	Mand	Ptype	Atype	Agent ID	Name / Description	Act	Desc	Cmnt	Actual	Name	ACT DA
1			P	P	00003214	Alivia Apple	P	Processed		00003214	Alivia Apple	03/14/
100	FA1	X	A		00000000	VACANT (59033447)	0	N/A				03/14/
100	FA1	X	A	P	70159767	HAYLEY CALLIES	A	Approved		70159767	HAYLEY CALLIES	03/14/
200	DA1		A	P	70197726	NO USERID	0	N/A				03/14/
200	DA1		A	P	70239647	BASIL LANDEVOS	A	Approved		70239647	BASIL LANDEVOS	03/14/
200	DA1		A	P	70239647	BASIL LANDEVOS	0	N/A				03/14/
300	AA1	X	A	P	00000000	VACANT (59033447)	0	N/A				03/14/
300	AA1	X	A	P	70161020	Celeste Girardi	0	N/A				03/14/
300	AA1	X	A	P	70139386	KARISSA NEUMEISTER	A	Approved		70139386	KARISSA NEUMEISTER	03/14/
400	SOM	X	A	P	70142903	COLE HAWK						
400	SOM	X	A	P	00000000	VACANT (50000021)						

○ **Resolution:**

1. Inform the user that the position defined as the approver for this workflow is vacant.
2. Call BEST Shared Services so they may determine what action, if any, should be taken.

### No Approvers (Empty Tracker)

**Description:** User reports that there are no entries at all in the Tracker

**Cause:** The Org Unit the OM or PA PCR belongs to has no Approvers Mapped to it

**Screenshot of the Error:**

[illegible]




- **Resolution:**
  1. Inform the user that that there is an issue with the mapping of the Approvers for the Org Unit the action is within
  2. Inform the user that this error has already been forwarded to Shared Services by the workflow system
  3. Call BEST Shared Services

**Description:** User has created a PCR, but has not yet initiated it. This has been discovered by having the user search for the PCR. The PCR currently has a status of “D”, for Created.

**Possible Causes:** The user saved the PCR, but did not click the “Initiate Workflow” or “Initiate WF” button.

















- **OM Resolution:**
  1. Instruct the user to go to ZOMA069 transaction
  2. Have the user bring up the PCR by selecting the action code of the PCR and hitting enter, entering the Position number (or searching using method described above in **OM PCR Search**)
  3. After searching to find the PCR with a status of "D" for created, the user must enter the exact action code, the exact Start Date, and the position number in the ZOMA069 screen.


## Position Action

<b>Position</b>	
Action	103 Reallocate Position Up
Position	50000521 LEO Empl wTriCare
Valid from	02/13/2008 to 12/31/9999

- Click on the Pencil icon to Display/Edit the PCR


**SAP**

Initiate Work Flow

<b>Position Header</b>	
Position	50000521 LEO Empl wTriCare
PCR Number	5000002404
Valid from	02/13/2008 to 12/31/9999
Holder	
Personnel area	
Org Unit	
Reports To	50000522
Supervisor	
WF Status	D

General

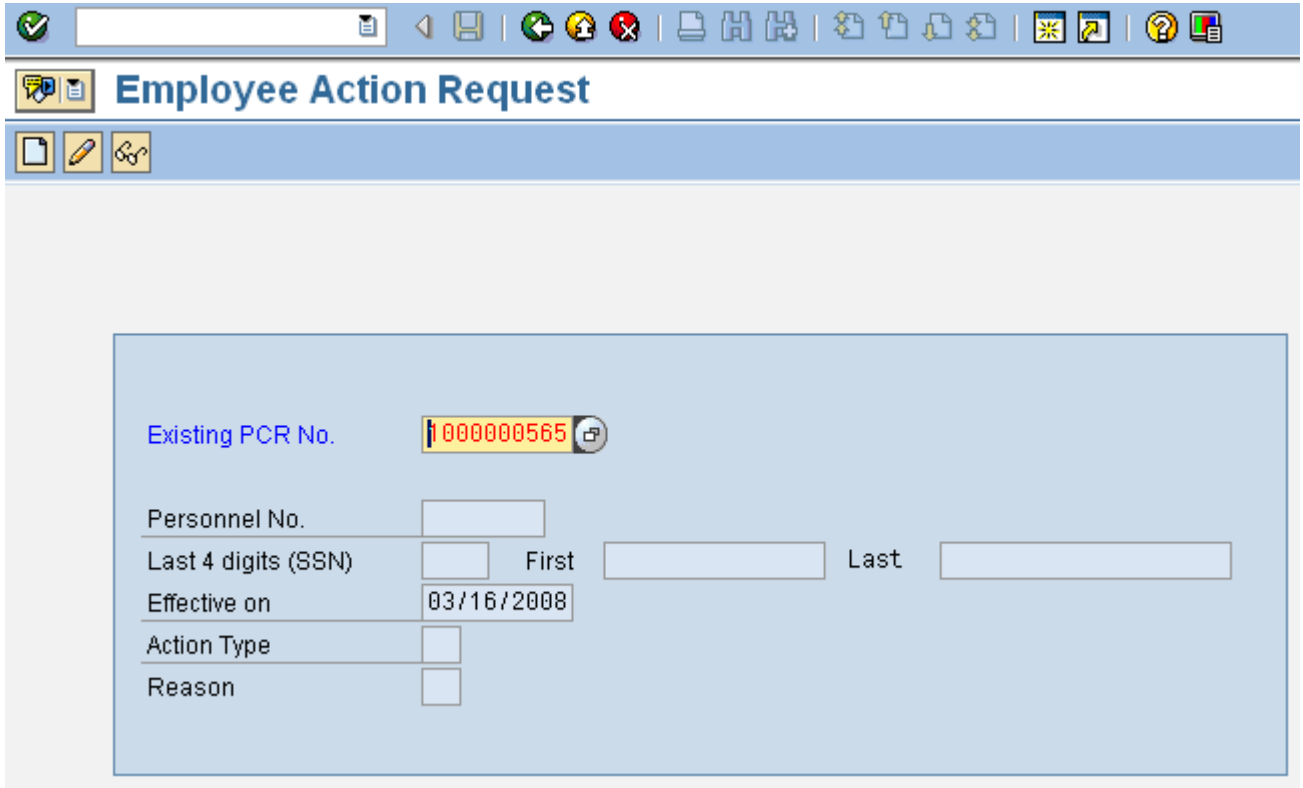
Time

Cost

Current Values	New Values
<b>Position Relationships</b>	
Job	300000009 MAIL CL
Reports To	50000522 DJJS B
<b>Employee Group/Subgroup</b>	
Employee group	EPA Bi-Weekly
EE subgroup	Y9 PT S-FLSAOT Fld Trne

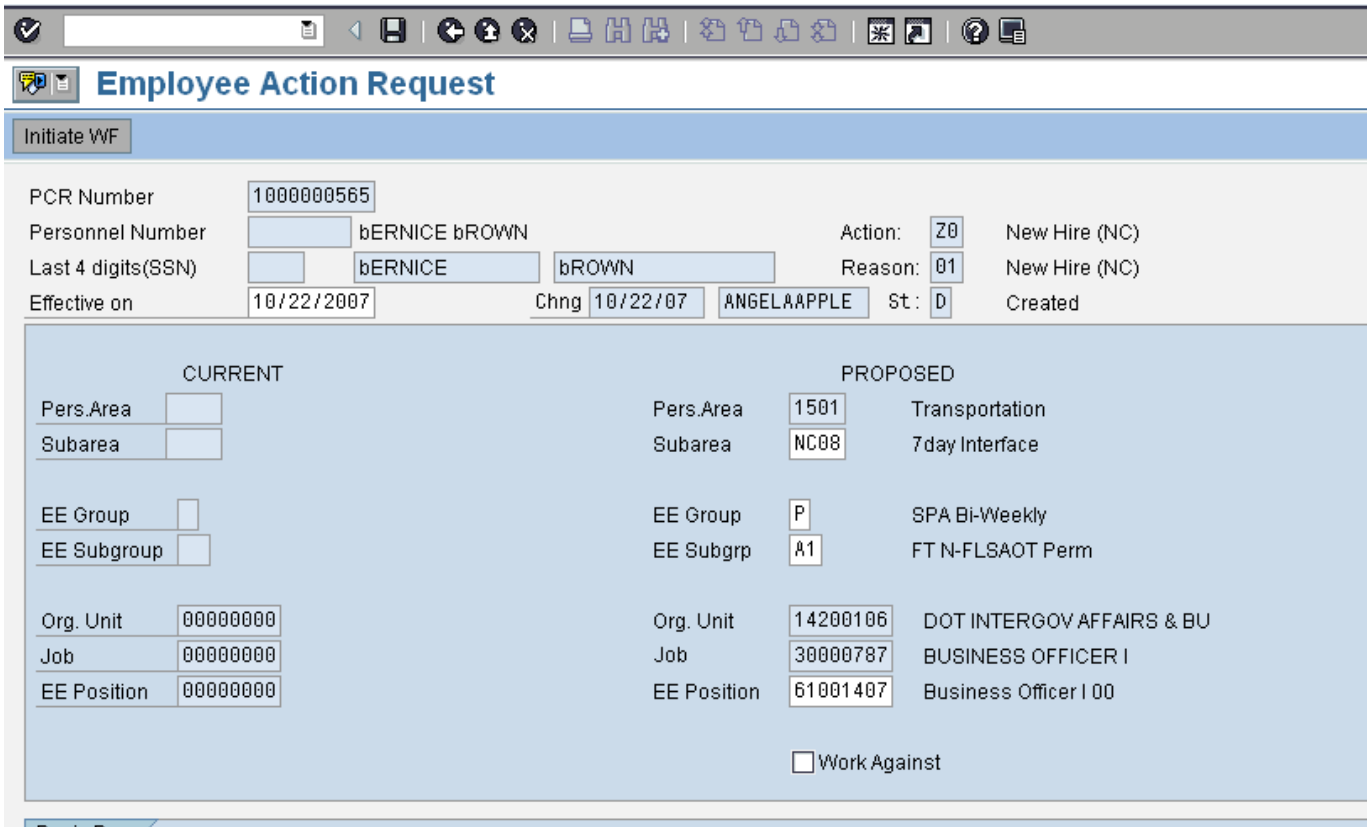
- The WF Status should indicate "D" for "Created"

6. The user may then click on the **Initiate Work flow** button to initiate the workflow
  7. If the user encounters any issues with initiating the action, Call BEST Shared Services so they can assist the user
- **PA Resolution:**
    1. Instruct the user to go to ZPAA076 transaction
    2. Have the user bring up the PCR by entering the PCR number or searching for the PCR using the method described in [Finding a PA PCR Via Search](#)
    3. Click on the Pencil icon to Display/Edit the PCR



The screenshot shows the 'Employee Action Request' form. At the top, there is a toolbar with various icons. Below the title bar, there are three icons: a document, a pencil, and a magnifying glass. The main form area contains the following fields:

Existing PCR No.	<input type="text" value="1000000565"/>		
Personnel No.	<input type="text"/>	First	<input type="text"/>
Last 4 digits (SSN)	<input type="text"/>	Last	<input type="text"/>
Effective on	<input type="text" value="03/16/2008"/>		
Action Type	<input type="text"/>		
Reason	<input type="text"/>		



**Employee Action Request**

Initiate WF

PCR Number: 1000000565  
 Personnel Number: bERNICE bROWN  
 Last 4 digits(SSN): bERNICE bROWN  
 Effective on: 10/22/2007 Chng: 10/22/07 ANGELAAPPLE St: D Created

Action: 20 New Hire (NC)  
 Reason: 01 New Hire (NC)

CURRENT		PROPOSED	
Pers.Area		Pers.Area	1501 Transportation
Subarea		Subarea	NC08 7day Interface
EE Group		EE Group	P SPA Bi-Weekly
EE Subgroup		EE Subgrp	A1 FT N-FLSAOT Perm
Org. Unit	00000000	Org. Unit	14200106 DOT INTERGOV AFFAIRS & BU
Job	00000000	Job	30000787 BUSINESS OFFICER I
EE Position	00000000	EE Position	61001407 Business Officer I 00

☐ Work Against

- The status should indicate "D" for Created
- The user may then make any necessary changes, enter any desired comments, and click on the **Initiate WF** button to initiate the workflow
- If the user encounters any issues with initiating the action, Call BEST Shared Services so they can assist the user

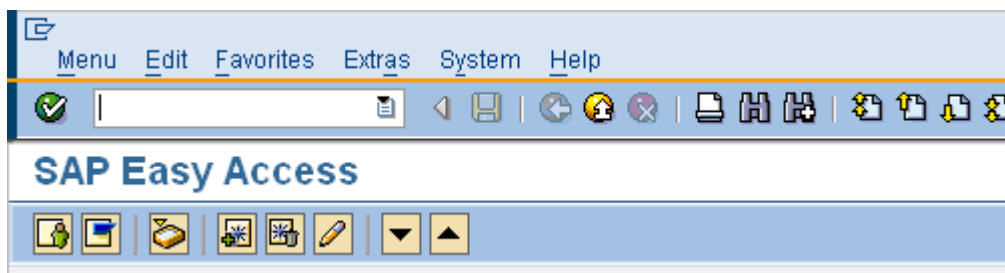
## Handling a Rejected Workflow Item


**Description:** A user has received a rejected workflow item, and needs assistance handling it.

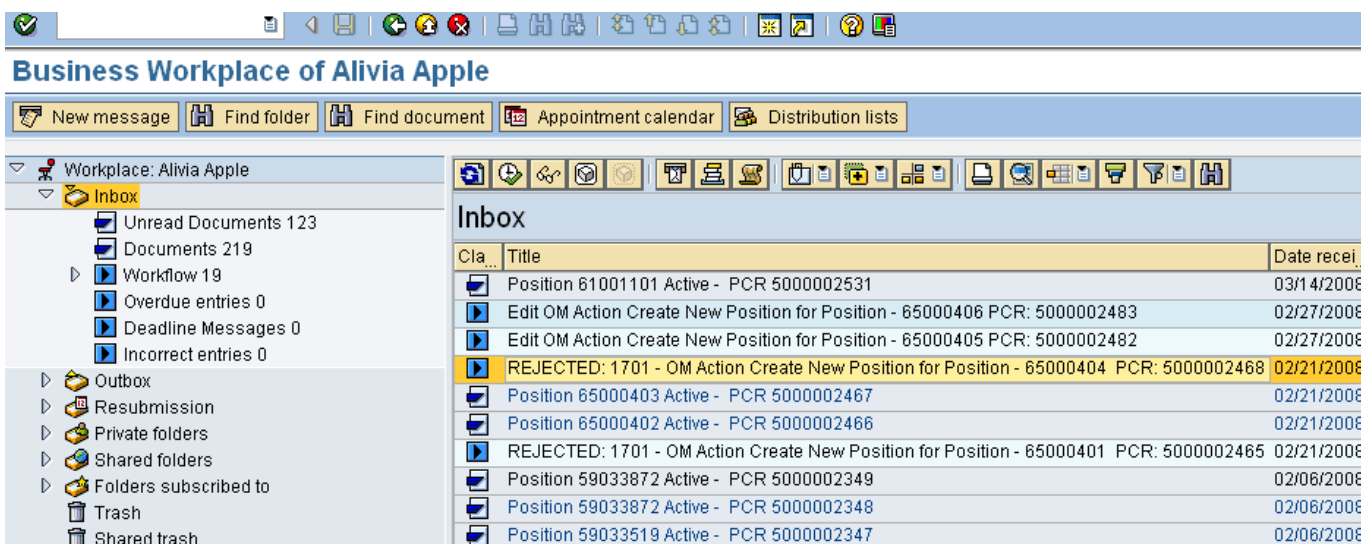
**Cause:** An approver has rejected the item by clicking "Return to Initiator" button.

### Resolution

- Have the user go to their SAP Inbox (Business Workplace) – this is an Inbox icon directly under the word "Easy" on the SAP Easy Access menu. If the user does not see this icon, have them open a new Session, or hit their green back arrow until they arrive at a screen that looks like this.





2. Have user click on their Inbox Folder and then on the Workflow Folder
3. If the item is not in their Inbox, ask the user to click on the Refresh icon 
4. If the item is still not showing in their Inbox, call BEST Shared Services so they may assist the user.



5. Have the user double-click on the workflow item, and they will be able to make a choice from the following buttons (see screen shot):

### Decision Step in Workflow

 Workflow
  Create

**REJECTED: 1701 - OM Action Create New Position for Position - 65000404 PCR: 5000002468**

Choose one of the following alternatives

Cancel OM Action

Change and Resubmit

Cancel and keep work item in inbox

**Description**  
 Workflow status: **Rejected**  
  
 Your OM Action request has been rejected. Please review the approver's comments and choose one of the selection options.  
  
**Cancel OM Action** - The workflow will be canceled and the infotypes will be set to Rejected.  
  
**Change and Resubmit** - You will make any necessary changes and the approval process will restart.  
  
 If you choose **Cancel and keep work item in inbox**, the user decision remains in your inbox for processing.



**Objects and attachments**





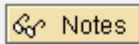
- [OM\\_Header: PCR -5000002468 - Position:65000404](#)
- [OM\\_Control: Workflow Tracker](#)

- The user may look at the tracker to see the comments entered by the Approver who returned the PCR

## BEST PA/OM Workflow Troubleshooting Guide

	Seq	Role	Mand	Ptype	Atype	AgentID	Name / Description	Act	Desc	Cmnt	Actual
	1			P	P	00003214	Alivia Apple	P	Processed		00003214
	100	FA1	X	A	P	70219056	NO USERID	O	N/A		
	100	FA1	X	A	P	70159767	HAYLEY CALLIES	A	Approved		70159767
	200	BA1	X	A	P	70229162	FRANCISCO KAREN	O	N/A		
	200	BA1	X	A	P	70170320	NO USERID	O	N/A		
	200	BA1	X	A	P	70139386	KARISSA NEUMEISTER	A	Approved		70139386
	200	BA1	X	A	P	70142961	Bethany Apple	O	N/A		
	300	AA1	X	A	P	70219056	NO USERID	O	N/A		
	300	AA1	X	A	P	70161020	Celeste Girardi	O	N/A		
	300	AA1	X	A	P	70139386	KARISSA NEUMEISTER	R	Rejected	X	70139386
	400	SOM	X	A	P	70142903	COLE HAWK				
	400	SOM	X	A	P	70142903	VACANT				
	400	SOM	X	A	P	70158723	NO USERID				
	400	SOM	X	A	P	70173759	NO USERID				
	2			P	P	00003214	Alivia Apple	P	Processed		00003214
	101	FA1	X	A	P	70159767	HAYLEY CALLIES	A	Approved		70159767

- To see the comments, select the line that shows “rejected” and has an “X” in the comment (Cmnt) column, then select on the eyeglass/Notes button.

## Approver Comments

Comments

This is to return

Ln 1, Co 1      Ln 1 - Ln 3 of 3 lines

8. The end-user can then close out of the comments by clicking the green back arrow.
9. The user may choose to Change and Resubmit or Cancel the PCR.
  - i. If the user chooses to change and resubmit, they must be sure to click the Initiate Workflow button after making changes and adding any comments.
  - ii. If the user chooses to cancel the PCR, it will no longer be available to make changes
10. Next, the user will receive a confirmation message from within workflow

**Business Workplace of Alivia Apple**

New message Find folder Find document Appointment calendar Distribution lists

Workplace: Alivia Apple

This Work Item Has To Be Completed Explicitly...

Info Log Attachments Agents

**Edit OM Action Create New Position for Position - 65000404 PCR: 5000002468**

<p><b>Description</b></p> <p>Please make changes or add attachments.</p> <p><b>Cancel</b> - return to inbox if not ready to resubmit for approval.</p> <p><b>Complete Work Item</b> - resubmit for approval.</p>	<p><b>Objects and attachments</b></p> <ul style="list-style-type: none"> <li>OM_Header: PCR -5000002468 - Position:65000404</li> <li>OM_Control: Workflow Tracker</li> </ul>
--	--

11. If the user is finished making changes, he must click the **“Complete Work Item”** button for the workflow to be routed to approvers again. If the user is not finished, he should click Cancel. If the user chooses to Cancel the PCR altogether, he should click “Complete Work Item” to finalize the Cancellation.
  - i. Note: All approvers involved in the workflow will receive the item again if it is resubmitted.

## Request to Cancel a PCR In Process

**Description:** User reports that they would like to cancel a PCR that is in Process. If a User wishes to cancel a PCR that has been rejected, she must do this from within her workflow Inbox (see "[Handling a Rejected Workflow Item](#)")

**Possible Causes:** The PCR has been approved, but it has the wrong effective date, or there is some other error with the PCR, which was discovered after initiation. The PCR might be anywhere in the process.

- **Resolution:**
  1. Ask the user whether OM or PA
  2. Ask for the reason for canceling the PCR and gather as much information as possible
  3. Take down the PCR # and contact information
  4. Call BEST Shared Services so they can assist the user

## Assigning A Substitute

**Description:** Caller indicates that there is a need to assign a substitute for a workflow user, for one user to be able to see (and work on items in) another user's inbox

**Possible Causes:** A workflow user is out sick or has a large volume of work, and needs help

- **Resolution:**
  1. Get the name and Personnel Number of the substitute
  2. Get the name and Personnel Number of the person they will substitute for
  3. If possible, get the start and end date of the substitution
  4. Take down the contact information
  5. Call BEST Shared Services so they can set up the substitution

## Receiving Item in Inbox Multiple Times

**Description:** Caller indicates that she is receiving a workflow item in her inbox multiple times. The user may see the item come back into her inbox immediately after performing an action (such as initiating or approving).

**Possible Cause:** A workflow user wears multiple hats (is both the Initiator and an Approver, or is an Approver who is also substituting for another Approver).

- **Resolution:**
  1. Explain to the user that she must perform the separate tasks for each role she plays
  2. Instruct the user to look at the tracker first, to see at what approval level the action is sitting (whether DA1, AA1, FA1, etc..) – this is the "hat" she is wearing

3. The item will appear in the Outbox multiple times, as well, for each time the user “executes” an action as the Initiator, the Funding Approver, the Agency Approver, etc
4. If the user is still having an issue with Multiple Approvals, escalate to Call BEST Shared Services for further investigation.

### Workflow Approvals are complete, but PA Action is Not

**Description:** Caller indicates that all workflow approvals have occurred, but that the PA changes are not showing up in the system.

**Possible Cause:** The Initiator has not clicked on the item in her inbox to process the PA40 transaction.

○ **Resolution:**

1. Have the user access her SAP Inbox
2. Have the user click on the Inbox folder and locate the PCR
3. User should double-click on the item, and process the PA40 transaction all the way through until the system brings her back to the Workplace Inbox
4. Explain to the user that she must click on the Complete Work Item, only when processing of the PA40 is complete. Otherwise, the item will be removed from her Inbox.
5. If the user has already clicked on the Complete Work Item, but has not processed the PA40 transaction (can't find the PCR in her Inbox) walk the user through the process of completing the PA40 transaction using appropriate BPP for processing a PA action (or refer to Job Aid, “Things to Remember when Processing a PA Action”)

### Advanced PCR Troubleshooting

#### Viewing PCR, Tracker, Workflow Log, and PCR Level (PCR Search Tool)

**Description:** Often the end-user is not able to view the PCR tracker or the PCR, based on where it is in the process. The Display PCR Tracker & WF Log Tool is available to help assist the user with workflow issues.

**Note:** This transaction is only available to BEST and Beacon Production Support, so the end-users will NOT be able to access it.

○ **Resolution:**

1. Enter **ZWF\_PCR\_DIS** in the transaction on the SAP Easy Access Menu
2. Choose whether OM or PA
3. Enter the PCR number
4. Select the appropriate radio button to see either the PCR (Action), the Tracker, the Workflow Log, or to display the PCR Level

Program Edit Goto System Help

Display PCR, Tracker & WF Log

Which PCR?

☒ PA PCR

☐ OM PCR

Which View to Display?

☒ PCR

☐ TRACKER

☐ WORKFLOW LOG

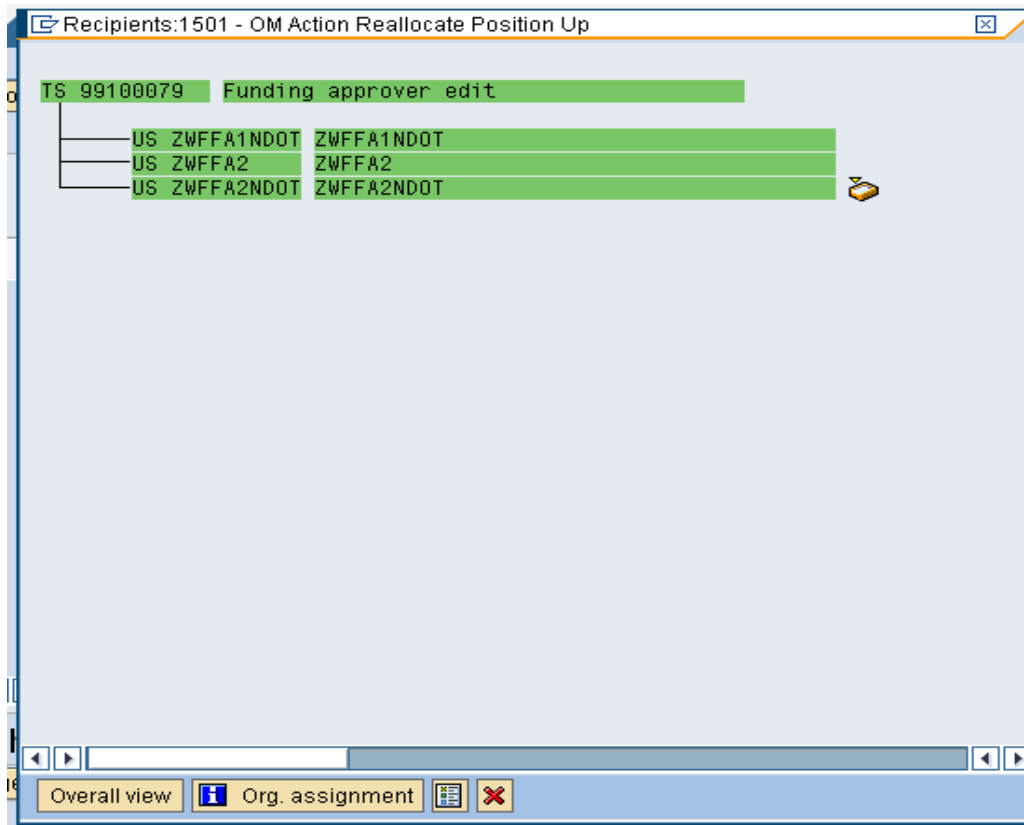
☐ CURRENT PCR LEVEL

### User has Approver Relationship, but no Security

**Description:** End-user is an Approver, her name appears in the tracker, but her name does not appear in the list of possible agents

**Possible Causes:** The user does not have the proper HR security role, or does not have the proper WF General role

**Screenshot of the Error:**



**Note:** There is a security issue if the user's name is in the tracker as an Approver who should have the item now, but if the user's name is not showing in the List of Agents in the Log.

- **Resolution:**
  1. Check the user's security using the **SU01D** transaction, roles tab
  2. Look for the appropriate OM or PA **ZHR** Approver role, as well as the required **ZWF** workflow role.
  3. If the user has the ZHR role, but not the ZWF role, Call BEST Shared Services – this is a Security issue.
  4. If the user does not have the ZHR role, instruct the user that he/she must go through their agency Data Owner to request the proper access (agency Data Owner must submit a Security Role Change form)

**Screenshot of SU01D – Roles (only BEST Shared Services has access to this transaction)**

Address Logon data Defaults Parameters <b>Roles</b> Profiles Groups						
Reference user for additional rights						
Role Assignments						
St	Role	Type	Valid From	Valid to	Name	
	ZHR-PA_EEO_DISP-15XX		01/02/2008	12/31/9999	PA-Display EEO - Transpo	
	ZHR-PA_GRIEV_DISP-15XX		01/02/2008	12/31/9999	PA-Display Grievance - Tra	
	ZHR-PA_HR_DATA_APPR-15XX		01/02/2008	12/31/9999	PA-HR Master Data Approv	
	ZHR-PA_HR_DATA_MTN-15XX		01/02/2008	12/31/9999	PA-HR Master Data Mainta	
	ZHR-PA_NONSEN_DISP-15XX		01/02/2008	12/31/9999	PA-Display Non-Sensitive I	
	ZHR-PA_PERF_DISP-15XX		01/02/2008	12/31/9999	PA-Display Performance R	
	ZHR-PA_PERF_MTN-15XX		01/02/2008	12/31/9999	PA-Performance Rating - T	
	ZHR-PA_SALARY_DISP-15XX		01/02/2008	12/31/9999	PA-Display Salary - Transp	
	ZHR-PA_WARN_DISP-15XX		01/02/2008	12/31/9999	PA-Display Warnings - Tra	
	ZHR-TIME_DISP-15XX		01/02/2008	12/31/9999	TM-Display Time - Transpc	
	ZHR-TIME_FMLA_MTN-15XX		01/02/2008	12/31/9999	TM-FMLA Administration -	
	ZPORTAL-SAP_GUI_PRD		12/20/2007	12/31/9999	Portal Role - SAP GUI PRC	
	ZPORTAL-SAP_GUI_TRN_899		12/12/2007	12/31/9999	Portal Role - SAP GUI TRN	
	ZPY-PAYROLL_DISP-15XX		01/02/2008	12/31/9999	PY-Display Payroll - Transp	
	ZWF-OM_APPROVER-MSTR		12/20/2007	12/31/9999	OM General	
	ZWF-OM_REQUESTOR-MSTR		12/20/2007	12/31/9999	OM Requestor General	
	ZWF-PA_APPROVER-MSTR		01/02/2008	12/31/9999	PA General	
	ZWF-PA_REQUESTOR-MSTR		01/02/2008	12/31/9999	PA Requestor General	

5. The information above shows that there is NO problem with this user's security. This user has both the ZHR-PA\_DATA\_APPR-\* role and the ZWF-PA\_APPROVER-MSTR role. The same is true for the OM roles. See [Security Roles and Approver Relationships](#) table at the end of this document for a complete list of roles that are needed for workflow.

### User has Security, but no Approver Relationship

**Description:** End-user indicates he is an Approver, but his name does not appear in the tracker

**Possible Causes:** The user does not have the proper approver relationship tied to his position

**Screenshot of the Error – Not available**

- **Resolution:**
  1. Check the user's security using the **SU01D** transaction, roles tab (only BEST Shared Services has access to this transaction)
  2. Look for the appropriate OM or PA **ZHR** Approver role, as well as the required **ZWF** workflow role.
  3. If the user has the ZHR role, and the ZWF role, call BEST Shared Services and they will view the workflow relationships and validate with the Agency HR what should be set up.

### General Workflow Support Information

#### Information to include in the Remedy Ticket when Reporting Workflow Issues

To ensure timely resolution for PA/OM Workflow Issues, please include the following information when contacting BEST Shared Services:

1.	<b>The PCR number</b>  Please determine whether the PCR is for OM or PA. OM PCR numbers begin with a 5 and PA PCR numbers begin with a 1. It is not necessary to include all the zeroes in the middle.	Include the first digit, a dash, and then the last digits following the zeroes:  Example: 1000005691 would be 1-5691 5000001293 would be 5-1293
2.	<b>The Type of Action and whether OM or PA</b>	Example: "OM - New Position" or "PA - Salary Adjustment"
3.	<b>The ERROR MESSAGE.</b>	<ul style="list-style-type: none"> <li>• If the End-User is issued an error message, please request screenshots if possible.</li> <li>• If obtaining a screenshot is not possible, ask the end-user to read the error message.</li> <li>• Please capture the message in the Remedy ticket, verbatim.</li> </ul>
4.	<b>The Specifics</b> about what the End-User is having a problem with	Provide as much information as possible, such as:

	Avoid general statements such as "User wants to Cancel PCR"	End-User wants to cancel a PCR because she created the PCR and it has gone through all approvals, but now she realizes that the date is incorrect. She has not processed the PA40 transaction yet.
--	---	--

### Approvers involved in Workflow

**Approvers:**  
 DA1 = Division Approver  
 AA1 = Agency Approver  
 FA1 = Funding Approver (Budget Officer)  
 OA1 = OSP Approver  
 BA1 = OSBM Approver  
 SOM = Shared Services Processor

### Workflow Status Values

**Status:**  
 D = Created  
 N = In Process  
 A = Approved (at any level)  
 R = Rejected  
 C = Canceled  
 M = Completed

### Workflow Levels

The workflow levels (a new field being added April 1, 2008) provide more information about where in the process the PCR is.

**Levels:**  
 ICRE – Initiator - Awaiting Initiation  
 IREJ – Initiator - Awaiting Resubmission  
 IPRO – Initiator - Awaiting Processing  
 DA1 – Division Approval  
 AA1 – Agency Approval  
 FA1 – Funding Approval  
 OA1 – OSP Approval  
 BA1 – OSBM Approval  
 SOM – Shared Services Approval  
 CREJ – Complete - Rejected  
 CAPR – Complete - Approved  
 CCAN – Complete - Cancelled

### OM Standard Approval Steps

Workflow Role in Process	SAP Security Role Required
Initiate Action	OM Position Requestor
Funding Approval (Not all OM actions require funding approval)	Agency Position Funding Approver
OSBM Approval (New Perm Positions Only)	OSBM Funding Approver
Division Approval (If defined by Agency)	OM Position Approver
OSP Approval (if required)	OSP Approver
Agency Approval	OM Position Approver
BEST Shared Services (processes changes)	BEST OM Processor

### PA Standard Approval Steps

Workflow Role in Process	SAP Security Role Required
Initiate Action	HR Master Data Maintainer
Division Approval (If defined by Agency)	HR Master Data Approver
Agency Approval	HR Master Data Approver
OSP Approval (if required)	OSP Approver
Funding Approval (if required) -Not all PA actions require Funding Approval	Agency Position Funding Approver
Initiator Processes the Action after all approvals have occurred	HR Master Data Maintainer
Workflow Role in Process	SAP Security Role Required

## Security Roles and Approver Relationships

Role in the Process	Security Role Description	SAP Security Role (Agency-specific after *)	Workflow General Security Role	Relationship
<b>PA Roles</b>				
Initiator	HR Master Data Maintainer	ZHR-PA_HR_DATA_MTN*	ZWF-PA_REQUESTOR-MSTR	None
Division Approver	HR Master Data Approver	ZHR-PA_HR_DATA_APPR*	ZWF-PA_APPROVER-MSTR	DA1
Agency Approver	HR Master Data Approver	ZHR-PA_HR_DATA_APPR*	ZWF-PA_APPROVER-MSTR	AA1
Funding Approver	Agency Funding Approver	ZHR-OM_POS_FUND*	ZWF-FUND_APPROVER_MSTR	FA1
<b>OM Roles</b>				
Initiator	OM Position Maintainer	ZHR-OM_POS_MTN*	ZWF-OM_REQUESTOR-MSTR	None
Division Approver	OM Position Approver	ZHR-OM_POS_APPR*	ZWF-OM_APPROVER-MSTR	DA1
Agency Approver	OM Position Approver	ZHR-OM_POS_APPR*	ZWF-OM_APPROVER-MSTR	AA1
Funding Approver	Agency Funding Approver	ZHR-OM_POS_FUND*	ZWF-FUND_APPROVER_MSTR	FA1
<b>OSP/OSBM Roles</b>				
OSP Approver	OSP Approver	ZHR-OM_POS_CONTROL_APPR-OSP	ZHR-OM_POS_CONTROL_APPR-OSP	OA1
OSBM Approver	OSBM Position Funding Approver	ZHR-OM_POS_FUND_APPR-OSBM	ZHR-OM_POS_FUND_APPR-OSBM	BA1

## Reference Material:

File Name: BEST ESS-MSS Troubleshooting Call Scripts.doc

Material	Source	Location
BEST Shared Services	BEST Website	<a href="http://www.ncosc.net/BEST/">http://www.ncosc.net/BEST/</a>
BEACON Training	BEACON Website	<a href="http://www.beacon.nc.gov/training/">http://www.beacon.nc.gov/training/</a>
NCID System	NCID System website	<a href="https://ncid.nc.gov">https://ncid.nc.gov</a>